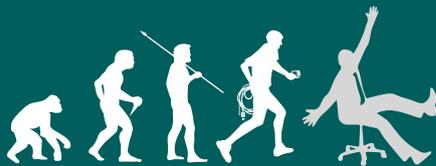


≡ Deskcenter



Rule IT.

Manage your IT easily and securely
with the Deskcenter Management Suite

Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

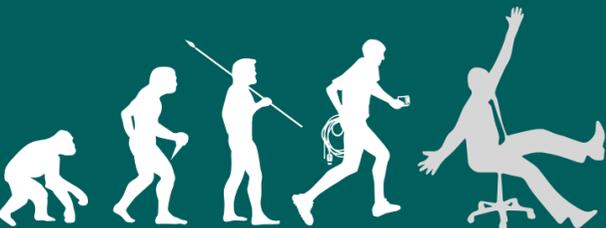
IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications



“We envision a world in which IT works for people.”

Do you want to have more control over your IT, make your IT department more efficient over the long term, and reduce the workload of your employees?

Then take a closer look at the Deskcenter Management Suite and learn more about how you can automate processes intelligently and manage your corporate IT efficiently and in a cost-effective way.

We invite you on a journey to comprehensive IT management. Let Deskcenter show you how we can support you in aspects such as discovery, inventory, OS deployment, software management, patch management, patch level analysis, license management, and IT service desk.

Explore a world where you always have a complete overview of your IT environment – where agility and control help you consistently manage your IT infrastructure and software applications, while achieving standardization and automation at the same time.



A typical IT scenario

Picture an IT administrator who runs from one task to the next over the course of a day. Manual installations, processes that lack transparency, and daily updates while helpdesk tickets and emails reporting problems pile up. And on top of that, end points that have not been inventoried and a lack of standardization and automation stand in the way of a smooth IT operation.

In the IT industry, heavy workloads and major responsibilities are part of the daily routine and continue to intensify. IT managers are faced with the challenge of digitization and the ever-growing requirements placed on their IT departments. Critical security updates are needed more and more and users have mounting expectations when it comes to agile, flexible, and a more service-oriented IT, with faster response times and more flexibility.



Our solution

You can face these challenges head on with the Deskcenter Management Suite and skillfully reduce your IT department's workload. There is a comprehensive IT management solution you can rely on. It harmonizes essential IT processes puts the focus on the workplace and its users. The benefits of the Deskcenter Management Suite include:

- » Overview
- » Management
- » Speed
- » Control
- » Predictability
- » Security

With these benefits, you increase employee satisfaction and strengthen IT compliance, as well as your IT security. At the same time, you drive digitization forward in your company.

Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications



Deskcenter Management Suite

The solution for worry-free IT management

The Deskcenter Management Suite is a comprehensive IT solution that intelligently combines **security, control, efficiency, and scalability**. Our end-to-end **IT management software** solution allows you to inventory your technical infrastructure dynamically at all times, automatically update all hardware and software information, and complete IT management tasks quickly.

This helps you **effectively optimize resources and free up time so you can focus on other things**. As the IT administrator or IT manager, take **control** of all of your IT environment and maintain an **overview of all processes**. Learn more about the comprehensive functions the Deskcenter Management Suite offers and why it is **vital** to your business' success.

Integrated

Our suite allows you to manage, plan, and maintain an overview of your IT landscape. It gives you an accurate overview of your IT processes and ensures that you have comprehensive endpoint management with only one solution.

Security

Identify unnecessary software and protect yourself from potential security gaps with precise inventory methods and patch level analysis. Automation and standardization ensure that your infrastructure is always up to date and secure.

Management

Take control of your IT; don't let it take control of you. Manage your processes by combining various aspects intelligently and customize them to your requirements. Transparent overviews and advanced reports make it easy to plan and scale your resources.

Efficiency

Manual processes and time-consuming routine tasks are things of the past with the Deskcenter Management Suite. Automate your processes and ensure that your IT infrastructure is agile, dynamic, and optimized to save time and money.

Speed

Time is valuable in the IT industry. With the Deskcenter Management Suite, you can use your time wisely by streamlining workflows with automated, scheduled installations.

User friendly

Our suite is known for its user friendliness. Complex processes are easily mapped. The interface structure is easy to learn and to navigate.

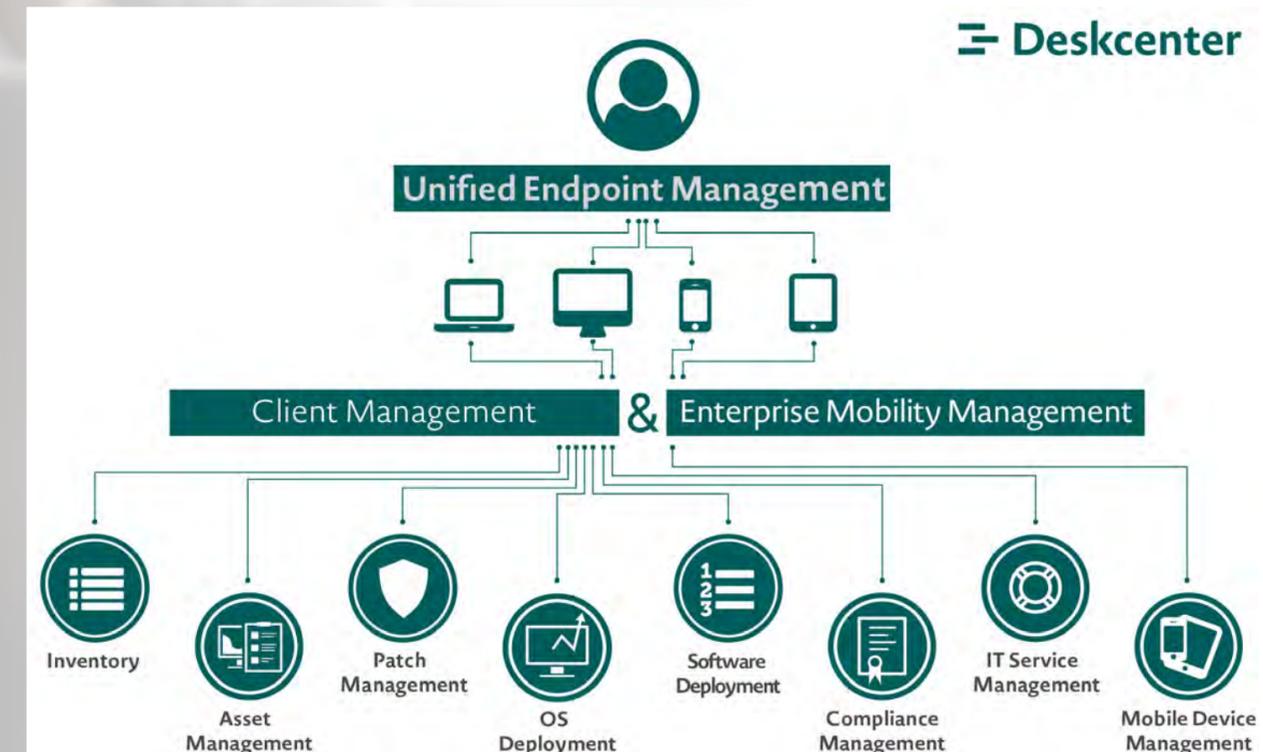
Unified Endpoint Management (UEM)

Far beyond integrated

Integrated IT management is indispensable if you want to **control your IT environment and ensure it is secure**. That is why unified endpoint management, a feature that **focuses on the user**, is the future. Integrated and cross-departmental structures form the **foundation for high-performance IT operations** that are not defined by panic and crises, but rather **control and security**. An

integrated UEM solution combines all processes of client lifecycle management and enterprise mobility management, including commercial and organizational elements. This is how a **service-oriented infrastructure** is created—one that is appreciated by your employees, partners, and customers.

"The various aspects of IT, such as asset management, deployment, license management, compliance and ITSM, work together as one solution in a single solution. This provides support for all areas in IT and for users as part of the digital transformation."



"We can map the entire AGAPLESION IT infrastructure with the Deskcenter Management Suite. All relevant information is available in the blink of an eye, making IT planning and management much easier."
Martin Klum, License Manager, Central Services IT, AGAPLACION gAG

Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications

IT Asset Management

Maintain an overview of your IT assets at all times

Keeping a **complete inventory** of all IT assets is the foundation for managing your entire technical and commercial inventory and for successful IT management. With Deskcenter, you can lay the **technical foundation for your company** and consolidate all

relevant data in one suite. Based on this information, you are able to strengthen your infrastructure, optimize your costs, and create essential **framework parameters for additional IT investments**.

✓ Overview & control

Maintain control of your IT environment and get all of the information you need about your assets with the push of a button. Even complex organizational structures can be mapped with our solution.

✓ Reducing costs

Reduce your costs by identifying, managing, and optimizing unnecessary hardware and software costs, as well as licenses, with a comprehensive software asset management solution.

✓ Strategy

Plan and standardize your IT infrastructure using a scalable and proven asset management strategy, so that you can manage your future IT investments intelligently over the long term.

“ With the unique combination of inventory, IT asset management, and license management, we are able to deploy hardware and software efficiently and ensure IT compliance. Dr. Ralf Mittereager, Department Manager Information Services, Salzburg Technical College

Inventory

Our inventory features provide you with the most up-to-date and complete hardware and software data, which serves as the basis for all downstream IT management processes. Uncover your security gaps and identify excessive costs.

- » **Discovery** of unknown assets from various sources in the network
- » **Agentless and agent-based inventory** of assets in the LAN and decentralized structures via the Internet
- » **Infrastructure inventory** and connection to Active Directory, DHCP server, and other infrastructure components
- » **Inventory** of stationary and mobile endpoints
- » **Connection to Microsoft Office 365**

Asset Management

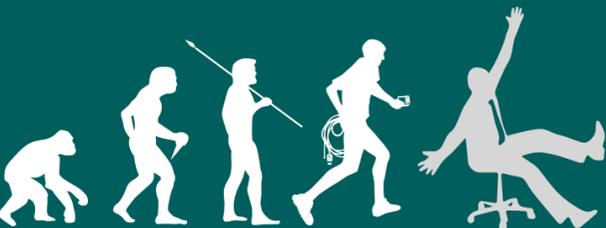
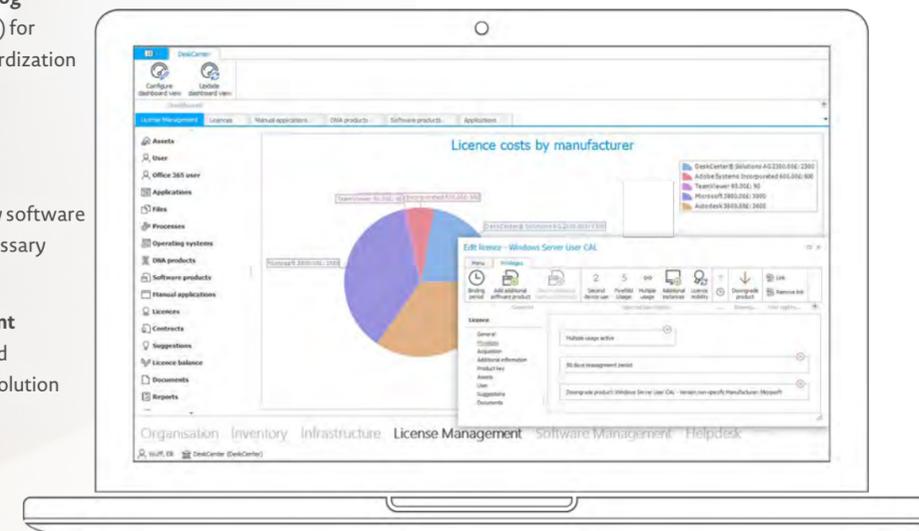
Thanks to the asset management functions our suite offers, you can always maintain an overview of IT-related assets and all technical and commercial parameters.

- » Mapping of various **clients and organizational structures**
- » Additional **freely definable generic object types**
- » **Customizable interfaces**
- » Integrated **document management** for all asset-related documents such as invoices, delivery notes, etc.
- » Management of authorizations via a flexible and granular **rights and roles concept**, for administrators, compliance managers, and accounting staff

License Management

With our comprehensive license management functions, you can ensure IT compliance and optimize your software costs. This enables you to achieve a high level of quality when it comes to legal certainty and efficient resource management.

- » Comprehensive **detection catalog** (> 1.5 million definition patterns) for unique identification and standardization of applications and suites
- » License management with **comprehensive metric models**
- » **Application metering** to identify software not in use and to prevent unnecessary license costs
- » Integrated **contract management** combines the entire licensing and document management in one solution



Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications

Software Management

Manage all applications at any time

A sophisticated, automated software management solution allows you to **standardize** not only **your IT applications**, but also helps you ensure IT security. **Quick deployment** of individual clients is essential, as is a **rule-based update approach** or **workflow-based**

software deployment. **Reliable software packaging** completes your individual software management solution so that you have control of your software portfolio.

✓ Security

Create a secure IT environment with standardization to applications, operating systems, and drivers. Identify software that is old or missing patches.

✓ Dynamic

Deploy software automatically with dynamic workflows, irrespective of time or place. The self-service feature for users improves efficiency thanks to an automated approval processes, making applications available more quickly.

✓ Productivity

Standardize and automate your workflows and increase the productivity of your IT management solution to make day-to-day IT tasks manageable.

“With the Deskcenter Management Suite, we are able to maintain an overview of all of our sites and home office workstations and ensure they are secure. This includes the devices of users who do not log in to the network daily). IT System Administrator, Institute Dr. Foerster GmbH & Co. KG

OS Deployment

Our suite enables you to efficiently deploy and install your operating systems. Even with frequent system updates or upgrades, you are always able to maintain control.

- » **Unattended installation** with the unattended or imaging method for comprehensive and automated operating system deployment
- » **Windows 10 In-place Upgrades** for the scheduled rollout of new Windows 10 feature updates, including updates for additional applications in one workflow
- » **Integrated driver database** with automated driver detection during the installation of the operating system

Software Packaging

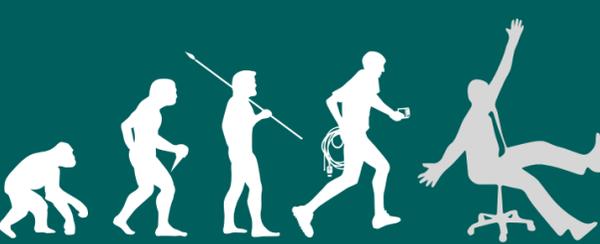
Save valuable time with the Deskcenter AppCloud and use our up-to-date software packages with testing, so that you can focus on other important projects without distractions.

- » **Over 300 business-relevant applications** available in various languages
- » **Can be used immediately** on end devices
- » **Customized software packages** can also be updated and deployed

Software Deployment

It's easy to master your software deployment with Deskcenter. Perform upgrades from anywhere and enjoy a relaxed workflow thanks to a rule-based update approach.

- » Graphic-based **workflow designer** with predefined activities
- » **Integration** of asset management, license management, service desk and **other modules** in software deployment workflows
- » **Fully automated control** of software deployment based on software rules
- » **Deployment of software packages** in LAN and cross-site networks using intelligent repository synchronization, also for mobile users, from the private or public cloud



Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications

IT Security

Manage your IT environment worry-free

Are you worried about vulnerabilities or are you afraid that malware could cripple your entire business? Then it's time you rely on the Deskcenter Management Suite. By **mapping** your **hardware and software** in use, **identifying the patch level**, and **identifying**

unnecessary or same-version **software products**, you close potential security gaps intelligently and for good. **Manage your mobile devices** simply and securely with Deskcenter

✓ Compliance

Manage your IT in compliance with legal regulations and GDPR guidelines by implementing comprehensive risk analysis that includes reconciliation of all software versions and patch levels, along with seamless documentation and a user-friendly MDM solution.

✓ Minimizing risk

Minimize risks by keeping the patch status of your assets up to date and maintaining an overview of your mobile devices. This will enable you to identify vulnerabilities quickly and stabilize your IT environment.

✓ Standardization

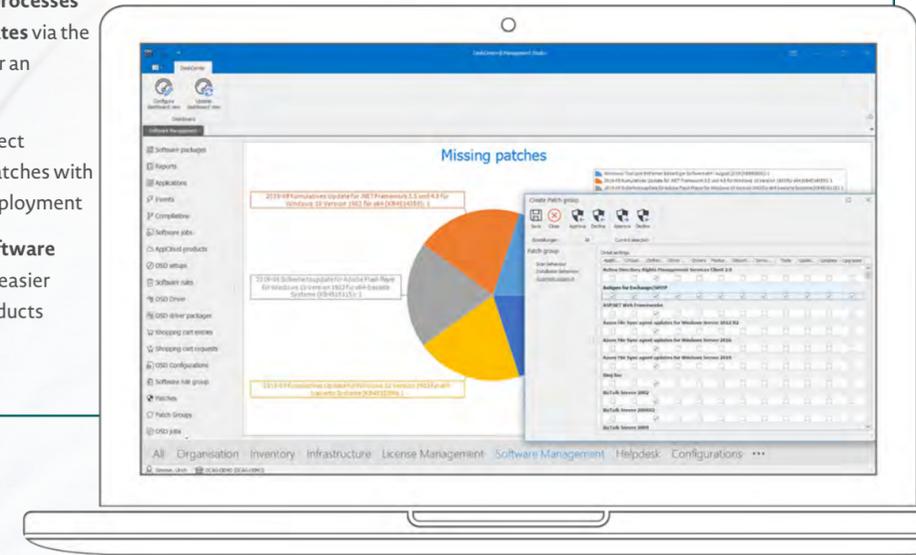
Define how you want to standardize software deployment and patch management. Simplify updates through the use of standardized version management. This also simplifies Windows 10 migration tests.

“The Emergency Hospital Berlin places a great deal of importance on stringent IT security. Our systems and components must always be up to date so we can close any gateways to attacks and malware. That is why we regularly update entire software packages with the Deskcenter Management Suite.”
Toralf Skeries, System Administrator IT Systems, Emergency Hospital Berlin

Patch Management

Install patches for your applications and systems regularly to close security gaps. Even programming errors are fixed with current patches and malware attacks are prevented.

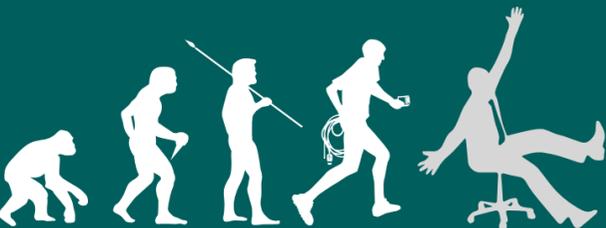
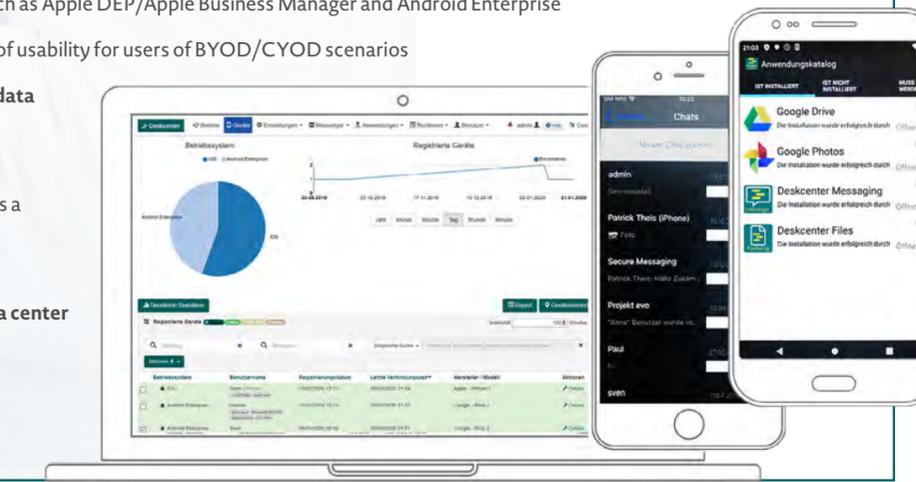
- » **Management of and approval processes for Microsoft patches and updates** via the integrated patch management or an existing WSUS infrastructure
- » Daily **patch level analysis** to detect software that is old or missing patches with direct integration in software deployment
- » Automatic **categorization of software** with the same range of tasks for easier standardization of software products



Mobile Device Management

Mobile devices can become a potential security gap in any IT structure. However, you can close these gaps for good with our mobile device management solution to create a secure IT infrastructure.

- » Standardized **deployment of configurations and applications** to mobile devices
- » **Enterprise function support**, such as Apple DEP/Apple Business Manager and Android Enterprise
- » **Flexibility** thanks to a high level of usability for users of BYOD/CYOD scenarios
- » **Selective deletion of company data** due to hardware damage or the resignation of an employee
- » **Safety-relevant add-ons**, such as a messaging apps, file sharing and VoIP functions
- » Operation from an **in-house data center** on-premises or from a **European data center**



Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications

IT Service Management

Benefit from efficient IT services with no downtime

How does **maximizing service quality** and the **highest level of process quality** sound to you? This is exactly what you can achieve with the integrated service desk feature of the Deskcenter Management Suite. Automate your processes, assign your tasks intelligently, and rely on efficient processing of your help tickets.

Our **user helpdesk** serves as the **single point of contact** and will improve your service processes. You can also benefit from a high level of flexibility and uncover new potential in your IT structures to support growth over the long term and **increase user satisfaction**.

✓ Process optimization

Accelerate your workflows and uncover potential for technical optimization. Ticketing system, problem management, and request management are integrated holistically into your asset management solution.

✓ User satisfaction

Increase your users' acceptance and satisfaction. With a single point of contact you optimize your service, be it for inquiries via e-mail, telephone or the integrated web portal.

✓ Efficiency

Automate recurring processes, such as the assignment of tasks, status messages, or service level agreement rules. Create efficient solutions for any problem thanks to a standardized pool of data and self-service portals.



The connection between Servicedesk and our system management, along with the holistic approach to help us keep downtime during production to an absolute minimum has been a success. You could say the Deskcenter Management Suite has really paid off.

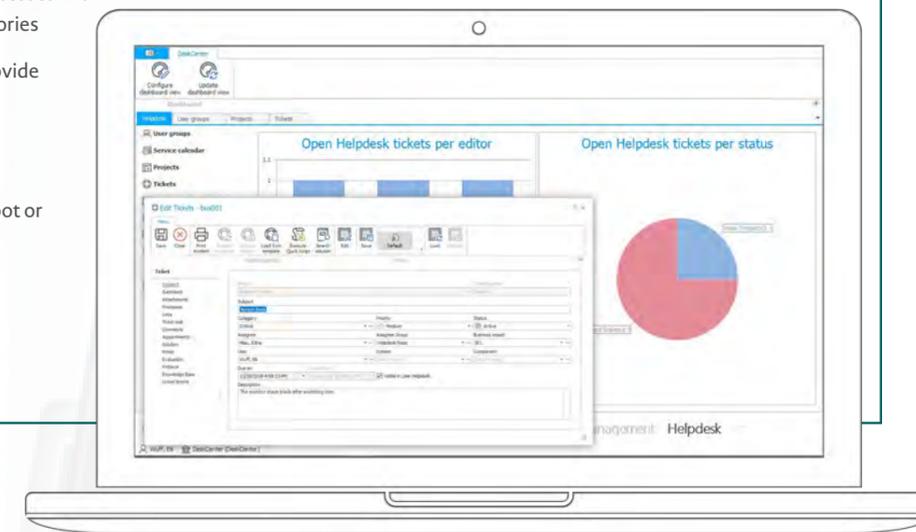
Holger Rozanski, Volkswagen AG



Service Desk

Setting up a service desk is essential if you want to increase the quality of the support you offer and reduce escalation processes. Keep employee workloads manageable and increase customer satisfaction through automation and monitoring.

- » **Incident and problem management** support you in identifying and troubleshooting faults
- » **Define rule-based escalation processes** with defined processes and fault categories
- » **Create a knowledge base** and provide solutions to reduce the number of incoming tickets
- » **Integration in asset and client management** to troubleshoot or prevent more complex faults
- » **Achieve individual service goals** using ITIL-compliant processes



Success Story engelbert strauss

- » Fast implementation of the DCMS after a test phase
- » Optimization of service desk processes with cross-site workflow management
- » Direct control of software applications and patch statuses
- » Continuous enhancement of the reporting function with customized scripts



The amount of time we save is not only a huge benefit for our employees and users, but it also positively affects our company's bottom line.

Christian Albrecht, First-Level Support, engelbert strauss, Biebergemünd



Rule IT.

Deskcenter Management Suite

Holistic & Modular

IT Asset Management

- » Inventory
- » License Management
- » Asset Management

Software Management

- » OS Deployment
- » Software Packaging
- » Software Deployment

IT Security

- » Patch Management
- » Mobile Device Management

IT Service Management

- » Service Desk

References & Certifications

Our Satisfied Users

Nothing is more convincing than a good reference

And we have many, because our versatile IT management solution can be used in almost any industry. Learn more about our numerous satisfied customers. From the health care or business sector and reap the same benefits at your company. Deskcenter is also used by

various public authorities and institutions. You can find almost any application example and scenario where the Deskcenter Management Suite is implemented, from private to public organizations.



Success Story Mondi Bad Rappenau

- » Combination of all functions in one suite and creation of customized dashboards
- » Reduced workloads in day-to-day business thanks to a transparent overview and centralized management of all systems
- » Reporting for audits and for internal purposes



“Preparing for an audit now takes only five minutes, since everything is documented correctly and all licenses can be accessed immediately. With Deskcenter, I feel much more comfortable about upcoming audits and am more relaxed. Karin Esslinger, IT Administrator, Mondi Bad Rappenau

Deskcenter.

That's who we are.

Deskcenter is an international software company based in Leipzig-Germany with international presence. We offer our customers an integrated IT management solution that supports secure and efficient IT management. The idea to develop a comprehensive and uncomplicated IT inventory method and IT management solution was born back in 2002 and has developed over the years into an innovative and comprehensive solution.



Our solution has been named by the auditing company as license-certified. With Deskcenter, you can start your audit with peace of mind.

Today we can say with certainty that we have one of the most complete solutions on the market. The pillars of our solution are IT asset management, software management, IT security, and IT service management. They address all IT requirements placed on a client management system by a company's IT manager.



With our suite, you can integrate your assets, including Microsoft products, in your IT infrastructure and always keep their status up to date securely.

